GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4383
ANSWERED ON:24.04.2000
MANIPULATION IN TELEPHONE CALLS
PRABHUNATH SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether attention of the Government has been drawn to the news item captioned `Kaalo mein garbari ke leye telephone nigam doshi` appearing in the Dainik Jagran dated March 11, 2000 ;

(b) if so, the facts of the matter reported therein ; and

(c) the reaction of the Government thereto ?

Answer

MINISTER OF STATE FOR COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes Sir.

(b) Complainant Shri Ved Prakash Banga, telephone No. 2290796, lodged the complaint in Consumer Dispute Redressal Forum, Nand Nagari, for faulty service of above telephone on 19.2.98 showing the faulty condition of above mentioned telephone since Aug. 97. The main complaint of the subscriber was that his telephone is not functioning properly for incoming calls. The telephone of the complainant was checked properly and found OK but department is not having any record to verify the incoming calls. The fault history of this period was also not available in the computer for year 1997. The performance is judged on the basis of the faults reported by the subscriber.

(c) Efforts are being made to provide fault free services to the customer.